HSBC Phone Direct Pocket Guide

	Hotline Number	Phonebanking Self Service Hours	Agent Service Hours
HSBC China Customer Service Hotline	95366	24/7	24/7

*Please dial the country code of mainland China +86 (21) if you are calling from overseas, Hong Kong SAR, Macau SAR, or Taiwan.

*Warm reminder: It is recommended that you use the registered mobile phone number in our bank to call

Language Selection

- Mandarin — 1
- English — 2
- Cantonese — 3

- Main Menu

- Banking Services — 1
- Credit Card Services — 2
- International Banking Services — 3
- Wealth and Home Mortgage Loan Services — 4
  - Wealth Services — 4 • 1
  - Home Mortgage Loan Services — 4 • 2
- To initiate a complaint or to check the progress of an existing complaint — 5

- Report a Lost and Stolen Card or Security Device, and report fraudulent and unauthorized transactions — *

- To report a Lost or Stolen Credit Card, and report fraudulent and unauthorized transactions — * • 1
- To report a Lost or Stolen Debit Card, and report fraudulent and unauthorized transactions — * • 2
- Report a Lost or Stolen Security Device — * • 3
- Repeat menu — *

- HSBC China customer is able to enjoy the service listed below by keying in both the correct identification and SMS/PIN. (Please refer to the main menu).

- Identification

Debit Card Number, 12-digital Account Number, Chinese ID, Phone Banking Number, Credit Card Number

(any of the above can be used)

- Verification

Phone banking PIN / Debit card PIN / SMS OTP / Credit card enquiry PIN

(any of the above can be used)

*If you do not have a bank account or credit card , please press#

- Banking Services

- **Transactions and available balance** — 1
- **Pin and debit card maintenance** — 2
- **Time deposit and rate enquiry** — 3
- **Internet banking and mobile banking support** — 4
  - Speak to an agent — 0
  - Repeat these options — *
  - Return to the previous menu — #

- Credit Card Services

- **Card activation and PIN maintenance** — 1
- **Credit limit enquiry and installment** — 2
- **Statement and repayment** — 3
- **Reward points and benefits** — 4
- **Internet banking and mobile banking support** — 5

- Speak to an agent — 0
- Repeat these options — *
- Return to the previous menu — #

- International Banking Service

- **HSBC Overseas Hotline Transfer** — 1
- **Other international banking service** — 2
  - Speak to an agent — 0
  - Repeat these options — *